



DIVISION OF DEVELOPMENTAL DISABILITIES  
Olympia, Washington

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TITLE: STATE OPERATED LIVING ALTERNATIVES (SOLA) POLICY 6.03  
PROGRAM DOCUMENTATION REQUIREMENTS

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Authority: Chapter 388-820 WAC *Community Residential Services and Supports*

**PURPOSE**

This policy defines minimum standards for *Participant Notes* and *Staff Daily Log Books* used to communicate and document important information essential for participant services and home management.

**SCOPE**

This policy applies to all State Operated Living Alternatives (SOLA) employees of the Division of Developmental Disabilities (DDD).

**DEFINITIONS**

**Participant** means an individual who is receiving residential services and supports provided by the State Operated Living Alternatives (SOLA) Program.

***Participant Notes*** means a log in which SOLA staff document information that accurately reflects each SOLA participant's life.

**Staff Daily Log Book** means a book in which SOLA staff report information that is vital and/or pertinent to home management.

**POLICY**

All documentation in the *Participant Notes* and *Staff Daily Log Books* shall be made in accordance with the procedures established in this policy.

## **PROCEDURES**

### **A. Participant Notes Documentation**

1. Only SOLA employees may document in the *Participant Notes*. All other professionals must report using “SOLA Participant Note Stickers.”
2. Staff must regard all *Participant Notes* and charts as official legal records and must not remove, deface, alter, or delete pages.
3. Staff must make corrections by crossing through errors with one line and initialing the corrections.
4. Each shift must make at least one entry every day for every participant in the home. A minimum of three (3) entries in a 24-hour period must be made, unless something occurs which requires additional entries.
5. At the beginning of each shift, all staff must read the *Participant Notes*. The minimum requirement is to read the notes from the previous shift.
6. If a staff fails to document, the staff must make a late entry and identify it clearly as a late entry in the beginning of the “comment section” in the *Participant Notes*.
7. All entries must be neat, legible, and in permanent ink only.
8. When making an entry, staff must ensure that:
  - a. The staff’s name is clearly legible;
  - b. The date (month/day/year) and time are noted; and
  - c. They sign their full name and include their job title.
9. In situations involving multiple participants, staff must use only the first name of the participant that they are documenting for and only the initials of any other participants involved.
10. Staff must record information that is important in a participant’s life, including, but not limited to:
  - a. Individual Instruction and Support Plan (IISP) goals;

- b. Outings or activities;
- c. Factual observations;
- d. Direct participant quotes that require management's attention;
- e. Any request for medical attention;
- f. Special health care instructions and health status reports;
- g. Medication changes;
- h. Participation in daily living activities;
- i. Change in participant status (e.g., job/employment status, vacation, significant family changes, etc.);
- j. Follow-up actions regarding any significant events or situations; and
- k. Any unusual situations or circumstances.

11. Managers will monitor a sampling of the *Participant Notes* weekly to ensure compliance with policy and guidelines. The manager must make an entry in the *Participant Notes* that they have reviewed the participant's chart. Refer to *SOLA Documentation Training Guide* for additional guidelines.

12. Program documentation training will be provided upon initial hire and annually thereafter, or more frequently as needed.

13. Summaries of *Participant Notes* may be sent to the participant's guardian upon request.

B. *Staff Daily Log Book Documentation*

- 1. All staff must read the *Staff Daily Log Book* at the beginning of their work shift.
- 2. Staff must regard all Log Book entries as official legal documents.
- 3. Staff must record information that is important to house management, including, but not limited to:
  - a. Changes in participants' schedules;

- b. Special instructions from manager;
- c. Scheduled medical appointments;
- d. Visiting family members or friends of participants;
- e. Pertinent information that was charted in the *Participant Notes* (e.g., “See Jane’s Participant Notes for today”);
- f. House and/or vehicle repair issues;
- g. Staffing changes;
- h. Activity reminders; and
- i. Pet issues.

C. Archiving *Participant Notes* and *Staff Daily Log Books*

1. *Participant Notes* will be removed according to the regional archiving schedule and stored in the SOLA Program office.
2. *Staff Daily Log Books* will be removed monthly and retained in the SOLA Program office.
3. Follow requirements of WAC 388-820-390 for record retention.

**SUPERSESSION**

None.

Approved: /s/ Linda Rolfe  
Director, Division of Developmental Disabilities

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